



DEPARTMENT OF THE NAVY  
NAVSUP FLEET LOGISTICS CENTER NORFOLK  
1968 GILBERT STREET SUITE 600  
NORFOLK VA 23511-3392

IN REPLY REFER TO  
240.1  
03 November 15  
LSJ# 15868

**LIMITED SOURCE JUSTIFICATION FOR FSS ORDER (above SAT)**

1. **IDENTIFICATION OF AGENCY AND CONTRACTING ACTIVITY:** This is a Limited Source Justification. The requiring activity is the Commander Naval Forces Europe (CNE); the contracting activity is the Naval Supply Systems Command's Fleet Logistics Center-Norfolk (FLC-N), Norfolk, Va.
2. **NATURE/DESCRIPTION OF CONTRACT ACTION:** This acquisition is conducted under the authority of the Multiple Award Schedule Program (Title III of the Federal Property and Administrative Services Act of 1949 (41 U.S.C. 251, *et seq.*) and Title 40 U.S.C. 501, Services for Executive Agencies). This is a limited source action to be awarded as a new Federal Supply Schedule order identified in paragraph 3 below. The placement of a firm, fixed price order consisting of a base and four option years is anticipated.
3. **DESCRIPTION OF REQUIRED SUPPLIES/SERVICES:** The proposed acquisition is to purchase standard service support plans for the Pacific Star Communications' (PACSTAR) 4100 and 4500 series communication devices already in use by CNE. The devices are based upon Cisco routers and are part of a converged voice and data solution which connects via LAN or satellite and uses Voice over IP (VoIP) or analog phones. The 4000-series products provide full Cisco Unified Communications Manager Express (PBX) and network functionality.  
  
The Standard Service Plan cover a 12-month period and include toll free 24/7 technical phone support, hardware/firmware maintenance, software maintenance, and email support. The proposed acquisition is for seven standard support plans for the 4100 series and five standard support plans for the 4500 series devices. A total of            in Fiscal Year 2016 Operations and Maintenance, Navy (O&M, N) funds have been provided and are currently available. The estimated total price, inclusive of the option years, is
4. **IDENTIFICATION OF THE JUSTIFICATION RATIONALE AND/OR DEMONSTRATION OF CONTRACTOR'S UNIQUE QUALIFICATIONS:** PACSTAR is the original equipment manufacturer of the 4100 and 4500 series communications devices and therefore has access to non-public engineering and programming information. PACSTAR also has an in-house support team to address customer service issues. As detailed in paragraph 6, PACSTAR is the only known provider of the Standard Service Plans.
5. **DETERMINATION OF THE BEST VALUE:** Procurement of the Standard Service Plans from the sole provider is in the best economic interest and best dollar value of the US Government. The Standard Service Plans ensure the devices continue to operate at peak efficiency with the latest hardware and software updates. If these devices were to lose currency in either hardware or software, sensitive DOD communications could be compromised. When compared to the cost of replacement and the potential harm due it insecure communications, the Standard Service Plans are the best-valued alternative.
6. **DESCRIPTION OF MARKET RESEARCH:** The contracting authority has conducted research among schedule and non-schedule holders. Market research from a previous procurement for the same items, awarded 18 December 2014 under contract N00189-15-F-0023, was also reviewed.

Market research was conducted by first researching mandatory and preferred sources. The Contract Specialist then used the Google search engine to uncover third-party provider of the plans. When this avenue did not bear fruit, the PACSTAR site was examined to determine if PACSTAR itself had partners which provided the required plans. When this avenue failed to yield any new information, the providers discovered during the market research prior to the award of N00189-15-F-0023 were re-examined. Affigent and Iron Bow both previously listed the Standard Service Plans on their respective NASA SEWP

multiple award contracts. Both companies were queried; Iron Bow replied that it does not offer the standard service plan as an open market item and no reply was received from Affigent.

The GSA Advantage! web site was also reviewed as part of market research. The PACSTAR plans are available from only one source via GSA, PACSTAR (GS-35F-0031L).

The market research determined the Standard Service Plan for the PACSTAR 4100 and 4500 communications devices are available from only one source, PACSTAR.

7. **ANY OTHER SUPPORTING FACTS:** This procurement uses a GSA Schedule and will be solicited and awarded in accordance with FAR Subpart 8.4.
8. **ACTIONS TAKEN TO REMOVE BARRIES TO COMPETITION:** Currently, PACSTAR is the only provider of the standard support service plans for their 4100 and 4500 series communication equipment. This will remain unchanged until other contractors have this standard service plan as an open market item.
9. **CONTRACTING POINT OF CONTACT:** Thomas Armstrong, Contract Specialist, (757) 443-3115/Thomas.armstrong@navy.mil, FLC-N, Norfolk, VA.